



- This product was developed by the Robert Wood Johnson Foundation Diabetes Initiative. Support for this product was provided by a grant from the Robert Wood Johnson Foundation® in Princeton, New Jersey.

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**DIABETES INITIATIVE**  
A National Program of The Robert Wood Johnson Foundation



*Use of Health Promoters for  
diabetes support in Mexican-  
Americans*

2006 AADE Annual Meeting

Los Angeles, August 9-12, 2006

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# *La Clinica de la Raza - Profile*

Serves over 40,000 patients a year

- 84% Latino
- 85% <200 % federal poverty level

Insurance coverage

- 50% no insurance
- 40% Medicaid or Medicare
- 10% private insurance



# *Project Description*

## **Goal:**

Provide diabetes self management support by initiating a health promoter program

## **Target Population:**

Patients with A1c>8 and/or inadequate social support

## **Patient Recruitment:**

Provider referral

## **Enrollment:**

Period varies from 6 mo to 3 years

## **Implementation**

Promoters provide one on one counseling and facilitate group activities. All patients receive usual care (RD visits, access to classes, provider visits)



# *Description of Promoters*

## **Recruitment:**

- Provider referral
- Must have diabetes or a family member with diabetes.
- Ten active promoters at any one time

## **Status:**

- Volunteer with stipend
- Undocumented

## **Language and literacy**

- Monolingual Spanish speaking
- Wide range of literacy level (0 – 18 yrs formal education)

## **Characteristics:**

- All are women, most with young children
- A desire to help others
- Good interpersonal skills
- Accessibility at the patient's convenience
- Willingness to be accepted as part of a patient's family
- All are seen as leaders in their community/neighborhood



# *Initial Training*

## Training

- Diabetes self management – initially 10 sessions (2 hr each)
- Collaborative goal setting, action plans and problem solving
- Group facilitation
- Confidentiality
- Stages of change and processes of change



# *On-going Training*

Some topics are:

- Glucose meter training
- Medications
- Depression and stress management - 18 hours
- Cardiovascular disease
- Benefits of physical activity
- Carbohydrate counting, meal planning, alcohol
- Stages of change model updates
- Smoking cessation
- Food stamps and food bank
- How to use emergency services
- Medicare
- Complications of diabetes
- Asthma



# *Promoter Activities*

## **Individual**

- Stage patient for readiness to change
- Counsel 1 on 1 according to stage of change

## **Group**

- Teach diabetes classes (2 x/wk)
- Lead Circle of Friends group (3 x/wk)
- Help with depression group (1x/wk)
- Lead walking club (3x/wk)
- Home visits to work with the families

## **Community**

- Make presentations in the community
- Tabling at Farmers Market
- Help at health fair





# *Stages of Change*

## Steps:

- Determine readiness to change
- Use “Guide to Stages of Change Interventions” to facilitate behavior change in the following areas:
  - Following a meal plan
  - Doing physical activity
  - Taking medicines as indicated
  - Monitoring blood sugar
- Set a goal if the patient is in the Preparation stage.



# *Circle of Friends (Support Group)*

## Activities

- Relaxation techniques
- Arts and crafts
- English as a second language
- Discussion and mutual support



# *Integration of promoters into clinic*

- Related to the Diabetes project Previously cited group activities
  - Case conferencing quarterly with the doctors
  - Provide weekly relaxation class
- Spread beyond the diabetes project
  - Assist in classes for parents of overweight children on parenting around feeding issues
  - Help design structured learning activities to do in child care (while their parents are attending the class)
  - Attended the pilot series of parenting classes and provided feedback for revising curriculum
  - Became members of our Parent Advisory Council for providing self management support for parents of overweight children



## *What contributes to our success?*

- Full acceptance by the medical providers
- Good inter-personal skills of the promoters
- Adequate on-going training and support
- Accessibility to the patients



## *Pamphlets on Stages of Change (Diabetes)*

Available on <http://lumetra.com>

Guide to Stages of Change Interventions:  
Using the trans-theoretical model for your patients with diabetes.

- Monitoring blood sugar
- Using a meal plan
- Taking medicine
- Exercise